

Customer Credit Reporting

Company Name: Citizens Telecommunications Company of Illinois
Doing Business As: d/b/a Frontier Citizens Communications of Illinois
Company Address: 3 High Ridge Park, Stamford CT 06905
Operating Company Number: 1183

Credit Reporting Data for Quarter Ending: June 30, 2003 ▼

Credit due in accordance with Section 732.30(a);

Out of Service More than 24 Hours:

Total dollar amount of all customer credits paid:
 Number of credits issued for repairs - 24-48 hours:
 Number of credits issued for repairs - 48-72 hours:
 Number of credits issued for repairs - 72-96 hours:
 Number of credits issued for repairs - 96-120 hours:
 Number of exemptions claimed for each of the
 categories identified in Section 732.30(e)
 Number of customers receiving alternate
 phone service rather than receiving a credit.

April	May	June	Total
\$102.88	\$137.69	\$154.38	\$394.95
18	46	38	102
3	4	7	14
0	0	0	0
1	0	0	1
9	10	8	27
0	0	0	0

Credit due in accordance with Section 732.30(b);

Failure to install Basic Local Exchange Service:

Total dollar amount of all customer credits paid:
 Number of installations after 5 business days:
 Number of installations after 10 business days:
 Number of installations after 11 business days:
 Number of exemptions claimed for each of the
 categories identified in Section 732.30(e).
 Number of customers receiving alternate
 phone service rather than receiving a credit.

April	May	June	Total
\$0.00	\$122.50	\$144.50	\$267.00
0	4	4	8
0	0	0	0
0	0	0	0
4	1	1	6
0	0	0	0

Credit due in accordance with Section 732.30(c);

Missed Appointments

Total dollar amount of all customer credits paid:
 Number of customers receiving credits:
 Number of exemptions claimed for each of
 the categories identified in Section 732.30(3).

April	May	June	Total
\$0.00	\$0.00	\$0.00	\$0.00
0	0	0	0
0	0	0	0